

Table of Contents

I.	GENERAL	3.10.I-1
	A. Introduction	3.10.I-1
	B. Service Point of Contact (SPOC)	3.10.I-1
	C. Contractor Responsibilities	3.10.I-1
	D. Supplemental Health Care Program Differences	3.10.I-2
II.	PROVIDERS OF CARE	3.10.II-1
	A. General	3.10.II-1
	B. Department of Veteran's Affairs	3.10.II-1
	1. General	3.10.II-1
	2. VA Providers in Alaska	3.10.II-1
III.	CONTRACTOR RESPONSIBILITIES	3.10.III-1
	A. Contractor Receipt and Control of Claims	3.10.III-1
	1. P. O. Box	3.10.III-1
	2. Claims Processing	3.10.III-1
	3. Contractor Verification	3.10.III-1
	B. Types of Care	3.10.III-2
	1. Emergency Care (as defined in Policy Manual, Chapter 1)	3.10.III-2
	2. Non-Emergent Care	3.10.III-3
	3. Pharmacy	3.10.III-3
	C. Coverage	3.10.III-3
	D. Medical Records	3.10.III-3
	E. Reimbursement	3.10.III-4
	F. End of Processing	3.10.III-4
	1. Explanation of Benefits	3.10.III-4
	2. Appeal Rights	3.10.III-4
	G. Voucher	3.10.III-5
	H. HCSR Submittal	3.10.III-5
	I. Reports for SHCP	3.10.III-5
	1. Required Reports	3.10.III-5
	2. Additional Reports	3.10.III-6
	3. SHCP Claims Listing	3.10.III-8
	J. Contractor's Responsibility to Respond to Inquiries	3.10.III-8
	1. Telephonic Inquiries	3.10.III-8
	2. Written Inquiries	3.10.III-9
	K. Dedicated SHCP Unit	3.10.III-9
IV.	PAYMENT FOR CONTRACTOR SERVICES RENDERED	3.10.IV-1
	A. Voucher Submissions	3.10.IV-1

T a b l e o f C o n t e n t s

B.	<i>Payment to the Contractor</i>	3.10.IV-1
C.	<i>Audits and Inspection of the Contractor's Records</i>	3.10.IV-1
Addendum A	POINTS OF CONTACT	3.10.A-1
Addendum B	SERVICE POINT OF CONTACT (SPOC) REVIEW FOR AUTHORIZATION: PROTOCOLS AND PROCEDURES	3.10.B-1